

Delaware Department of Labor, Division of Employment and Training  
**Re-employment Services Program**  
2003 Close-Out Report

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**I. Background**

The mission of The Delaware Department of Labor (DOL), Division of Employment and Training (DET) is to provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

DET provides a wide variety of one-stop integrated employment and training services through occupational skills training programs, reemployment services, employer services, automated self-service, user-friendly career resource centers, and through matching job seekers with employment opportunities.

The division's four local offices, strategically located throughout the state, are the cornerstones of the state's One-Stop Career Center System. The following integrated service delivery model serves as the foundation for the delivery of DET services. The system includes the following key elements:

- The division's MIS system, VCNet, incorporates America's Career Kit and O\*Net into the job match component.
- DET employees are crossed trained to provide integrated placement, case management, and training services.
- Electronic Registration and Assessment. An activity that allows job seekers to complete information on themselves regarding work history, education, and services needed. Job seekers are provided with a service path to achieve their desired outcome.
- Job Search Assistance. Job seekers are offered a wide assortment of job search assistance services delivered through an unassisted self-service mode, an assisted self-service mode, or a one-on-one intensive service mode. Career center staff coach individuals to enable them to move from one-on-one services, to assisted self-service, to unassisted self-service.
- Case Management. The job seeker meets with a case manager for vocational counseling, coaching, employability plan development, referral to services and/or training, and intensive job search activities.
- Placement. This includes obtaining and retaining a job: job referral, job development, coaching, and intensive job search activities.

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**II. Service Delivery Overview**

As the state One-Stop operator, DET sought to expand and improve the quality of services to unemployment insurance (UI) claimants by building on existing initiatives and targeting funds in areas of critical needs. From September 01, 2002 – September 30, 2003, the One-Stops provided UI claimants with early intervention and immediate referrals to suitable job openings and employment services that met their job search needs. The enhanced Management Information System (MIS) allowed for a formalized intensive job search process, reporting, and improved linkages with UI. Marketing materials increased job seekers' awareness of services. Ongoing staff training and development was provided to improve the overall quality of services provided to all customers.

DET, Office of Occupational and Labor Market Information (OOLMI), and UI's working team met to continuously improve employment services to all UI profiled claimants. The joint team reviewed and analyzed the variables used to identify and refer UI claimants and made appropriate modifications to ensure that those individuals at high risk for exhausting benefits were provided the appropriate re-employment services.

**A. Service Delivery Process**

1. Early Intervention. As part of the early intervention process, DET sought to improve the registration process by conducting an initial assessment with the job seeker. Utilizing the information, agency staff made immediate job referrals, scheduled job seekers for job search workshops, and coordinated more intensive services. Job seekers were provided with an introduction to all career center services and information on how to access them.
2. Joint DET/UI Orientation. Identified claimants attended a regularly scheduled joint orientation that explained the range of available DET intensive employment and training services to include the Self Employment Assistance program (SEA) and the UI requirements. The participants completed an in-depth assessment instrument and were scheduled to meet with a case manager for intensive job search activities.
3. Joint Intervention. DET employees worked closely with the UI Eligibility Review Program (ERP) staff to ensure that UI claimants received services through the One Stop Service Delivery System.

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Through the MIS, the ERP staff members were able to access the claimant's case management record to review services and conferred with DET staff on claimant's progress.

4. Case Management Services. The Employment Service Specialist (ESS) performed a comprehensive intensive job search with each identified claimant. They also provided career counseling, coaching, plan development, referral to supportive services and/or training, job development, job referrals, and completed an employability development plan.

**B. Service Delivery Process - Staff Directed Registration, Classification, and Orientation**

DET utilized the Re-employment Services funds to provide facilitated support to referred UI claimants at the point of registration in one of DET's four One Stop Offices. All claimants were greeted and those requiring individualized staff services are assigned to a staff member for assistance. DET staff worked closely with the job-seekers to provide in-depth case management services such as: assessment, developing employment plans, registration in workshops and other forms of training, and provide individual coaching and counseling. The service delivery process included:

- Claimants received staff assisted registration and job classification.
- Claimants completed a preliminary self-assessment, in which DET staff reviewed the assessment information to begin the job search process.
- Claimants were scheduled to attend the DET/UI Joint Orientation that provided a range of available services and resources; tour of the resource room; and an appointment was scheduled for intensive case management services.
- Claimants were scheduled for a more comprehensive assessment to determine knowledge, skills, abilities, and barriers to job placement;
- Claimants and case managers jointly completed an Employment Development Plan, consisting of short and long term employment goals, with timelines and responsibilities for completion.
- DET staff and ERP worked together to monitor compliance and progress of claimant.

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- Joint DET/UI Profile Team met periodically to review and evaluate the claimant service delivery process based on quarterly status reports.

**C. Staff Training and Development**

DET's primary goals were to continuously improve the quality of services to our customers: to support and strengthen our employees through ongoing training and development.

DET managers, supervisors, and frontline staff received training and/or refresher training in the following areas:

- Customer Service Training
- Training on VCNET MIS system
- Communication and Conflict Resolution
- Community and Team Building
- Managing Self and Work in a Transition
- Participants in the DOL Leadership Associates Program

**III. Program Goals**

To place 70% (7 out of 10) of profiled claimants in a job for a minimum of 90 days, by pursuing the following performance goals:

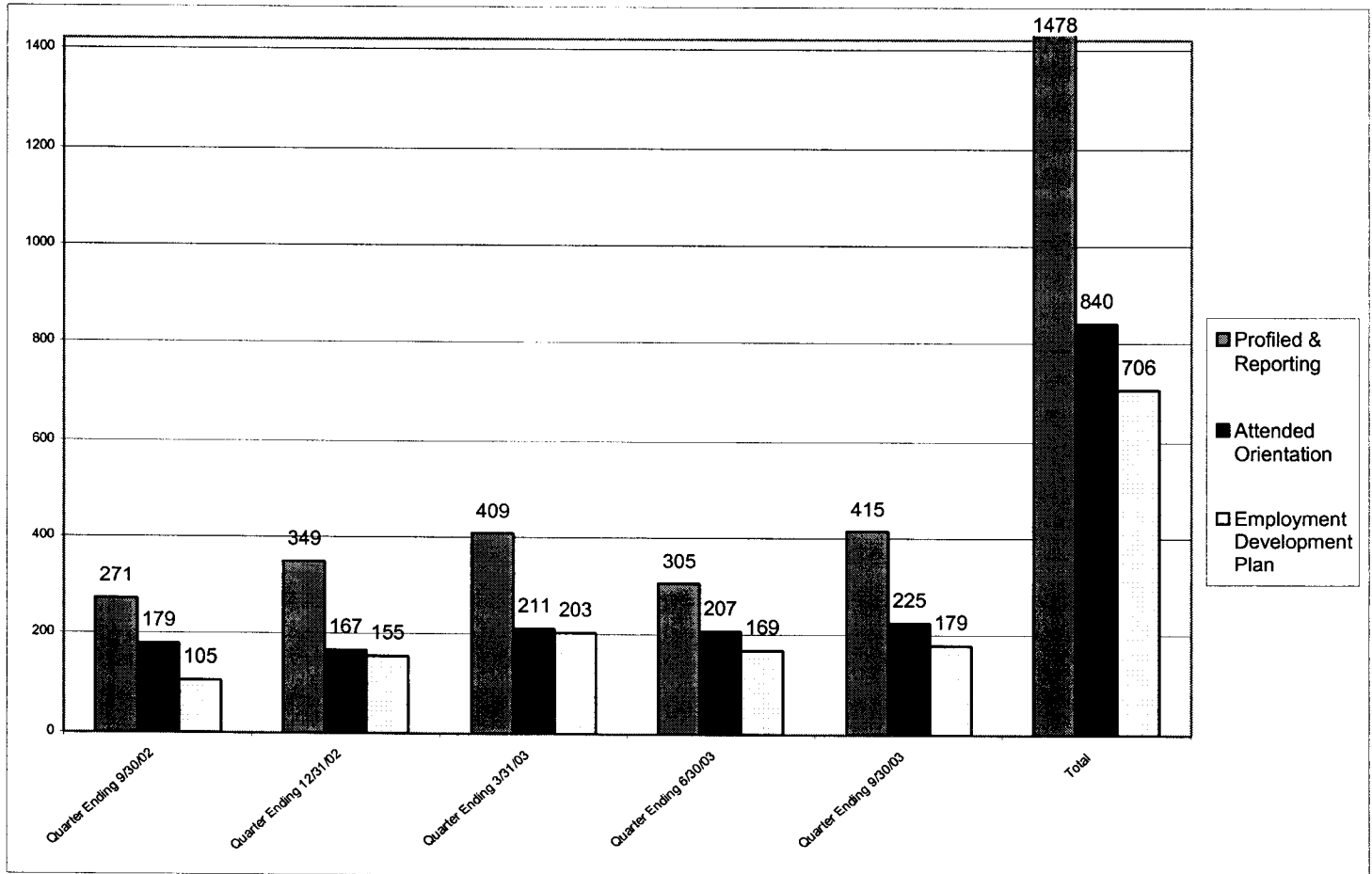
- ◆ Complete 100% staff-assisted registration, job classification, and preliminary self-assessment on profile claimant.
- ◆ Achieve 80% attendance on all claimants scheduled for DET/UI Joint Orientation.
- ◆ Complete 70% Employment Development Plans on profiled claimants.

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**IV. Program Outcomes**

**A. DET Profiling Report from 9/30/02 – 9/30/03**



There had been a dramatic increase in the number of Employability Development Plans completed on profiled claimants from 105 to 706, a cumulative increase of 674%.

**B. Best Practices**

- Dedicated and qualified staff
- Specialized Assessment
- Comprehensive Services
- Case Management
- Follow-up Activities

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- Staff Teamwork
- Partnership with Employers
- Results & Learning Sessions (Review and monitor performance, share best practices and continuously improve processes)